Canon

Compact Photo Printer CP-330/CP-220

Printer Driver

User Guide

Windows

Exif Print

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Safety Precautions

The precautions noted within this guide are intended to instruct you in the safe and correct use of the products and to prevent injuries or damage to yourself, other persons and property. Please read and ensure that you understand them before proceeding to other sections of the guide.

⚠Warning	This symbol indicates topics that could lead to death or serious injury if ignored or handled incorrectly.

⚠Warning

Do not play the supplied CD-ROM(s) in any CD player that does not support data CD-ROMs. Playing the CD-ROM(s) in an audio CD player (music player) could damage the speakers. It is also possible to suffer from hearing loss from listening with headphones to the loud sounds of a CD-ROM played on a music CD player.

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Symbols Used in This Document

Indicates important items or prohibited actions that should always be observed when operating the machine. These should always be read to avoid damage to the machine or improper operation.

Indicates items for reference or supplementary information that should be noted by users.

Read This First

About the Manuals

This user guide describes how to connect the printer to a computer and print images.

Printer
(CP-330/CP-220)
User Guide

Provides printer handling notes, safety precautions, printer preparation, names of parts and other information necessary for operating the printer. Please read before using the printer.

This user guide

Describes how to connect the printer to a computer, printer driver installation, functions and operating procedures.

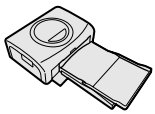
Detailed explanations of operating procedures are given in the [Help] accompanying each software application.

If a problem occurs, refer to the following:

- Trouble with the printer itself: ☞ See the *Printer User Guide*.
- Printing problems: ☞ See this user guide.

Printing Flow Diagram

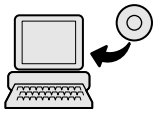
Follow the steps outlined below to prepare the printer and install the necessary software on your computer to enable printing.



Prepare the printer.

Insert paper cassette and ink cassette.

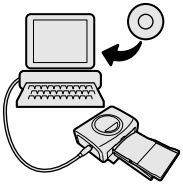
☞ See the *Printer User Guide.*



Install the necessary software on your computer.

Install the necessary software on your computer from the CP Printer Solution disk.

☞ See the *Printer User Guide.*



Install the printer driver.

Installation starts automatically when you turn on the printer and connect the printer to your computer.

☞ See
Installing the Printer Driver (➡ p.7),
Turning On the Printer (➡ p.28),
Connecting the Printer to Your Computer (➡ p.29)

To uninstall the printer driver:
☞ See *Uninstalling* (➡ p.26) in this user guide.

Continued next page.

Printing.

Print in a variety of layouts.

☞ See
Printing with Standard Sheets or Full Size Label Sheets (➡ p.32),
Printing on 8-Label Sheets (➡ p.39)
in this user guide.

About the Connection Cable

The printer can be connected to a computer using a standard USB cable. For details, see *Specifications* (Interface) in the *Printer User Guide*.

Installing the Printer Driver

If the printer driver is not installed correctly, it is impossible to print. **You must install the printer driver as outline in the following procedure.** Using any other procedure to install the printer driver may lead to printing problems.

Installing

This section describes how to install the printer driver on your computer. Installation starts automatically the first time you connect the printer to your computer's USB port.

- For details on how to uninstall the printer driver, see *Uninstalling* (➡ p.26).
- If you have problems with the printer driver installation under Windows 98 or Windows Me, see *Troubleshooting the Printer Driver Installation (Windows 98/Me)* (➡ p.23).

The screen examples and descriptions given in this section are for the CP-330 connected to a computer. Install the printer driver for the CP-220 in the same way.

Windows 98

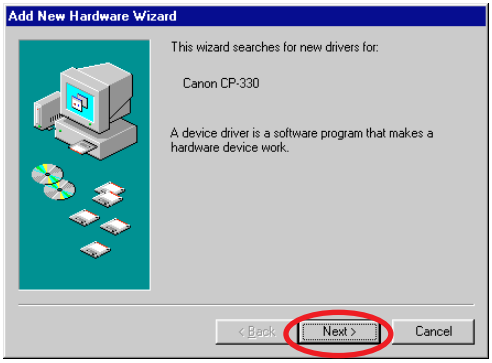
1 **Close any programs that are running.**

2 **Place the Canon CP Printer Solution Disk in the CD-ROM drive.**
When the installer panel appears, click [Exit] to close it.

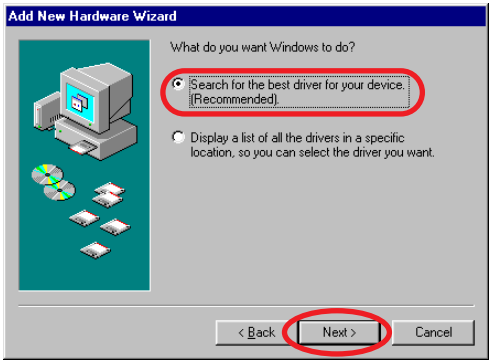
3 **Turn the printer on. (➡ p.28)**

4 **Connect the printer to your computer, using the USB cable. (➡ p.29)**
After a moment, the Add New Hardware Wizard dialog appears.

5 **Click the [Next] button.**

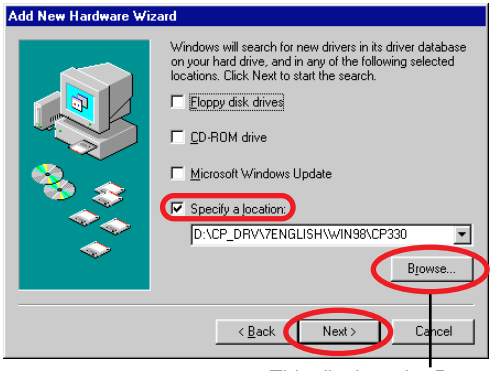


6 **Select “Search for the best driver for your device. (Recommended).”, and then click the [Next] button.**

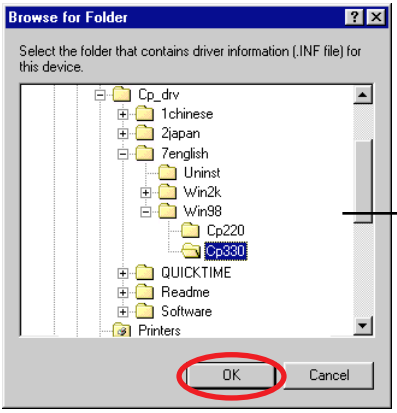


7 **Select “Specify a location”. Click the [Browse] button to select the [\CP_DRV\7ENGLISH\WIN98\CP330] folder on the CD-ROM and click the [OK] button. Then click the [Next] button.**

For the CP-220, select the [\CP_DRV\7ENGLISH\WIN98\CP220] folder.
Do not select “CD-ROM drive”.

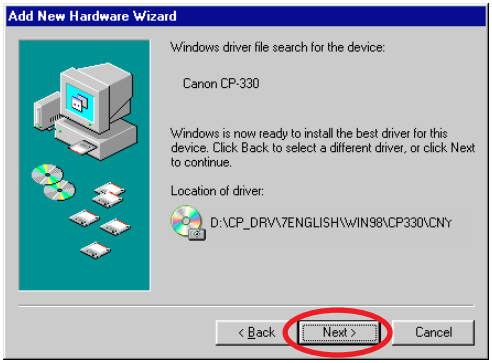


This displays the Browse for Folder dialog.



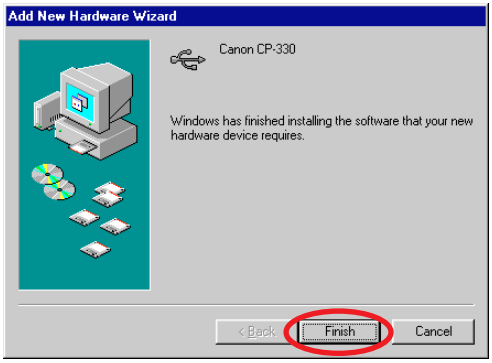
Specify the [\CP_DRV\7ENGLISH\WIN98\CP330] folder or [\CP_DRV\7ENGLISH\WIN98\CP220] folder, and then click the [OK] button to enter the folder path at [Specify a location].

8 Click the [Next] button.



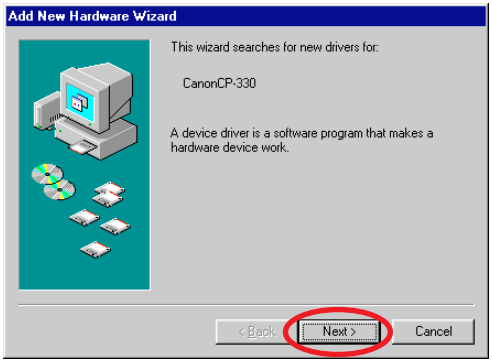
The USB driver for the printer is installed.

9 When the following message appears, click the [Finish] button.

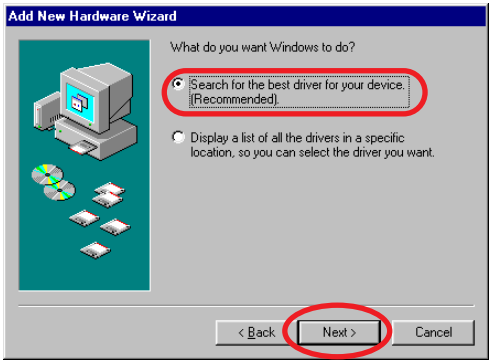


Now you can continue and install the printer driver.

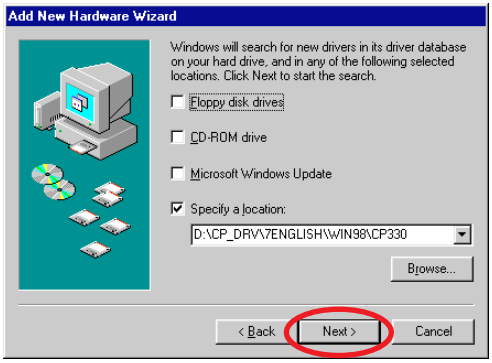
10 When the following message appears, click the [Next] button.



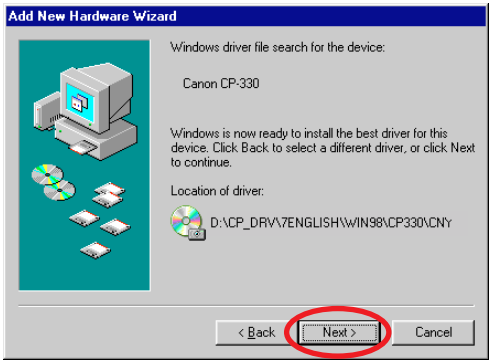
11 **Select “Search for the best driver for your device (Recommended).” and then click the [Next] button.**



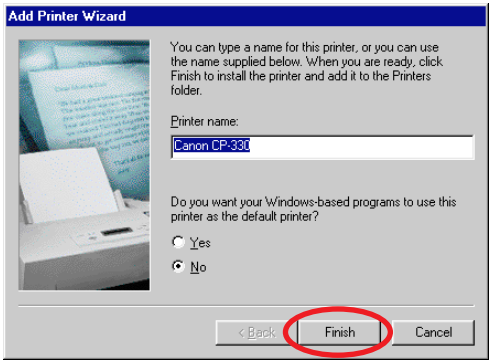
12 **Because the folder specified in step 7 already appears here, simply click the [Next] button.**
Do not select “CD-ROM drive”.



13 **Click the [Next] button.**



14 Adjust any necessary settings, and then click the [Finish] button.



The printer driver is installed.

15 When the following message appears, click the [Finish] button.

Windows Me

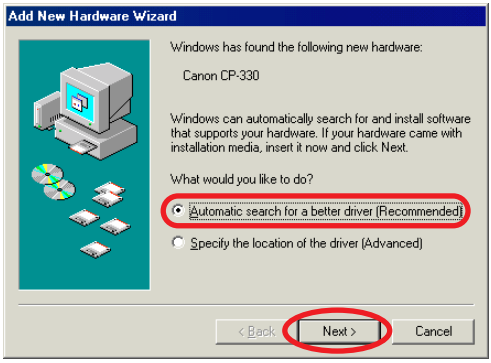
1 **Close any programs that are running.**

2 **Place the Canon CP Printer Solution Disk in the CD-ROM drive.**
When the installer panel appears, click [Exit] to close it.

3 **Turn the printer on. (➡ p.28)**

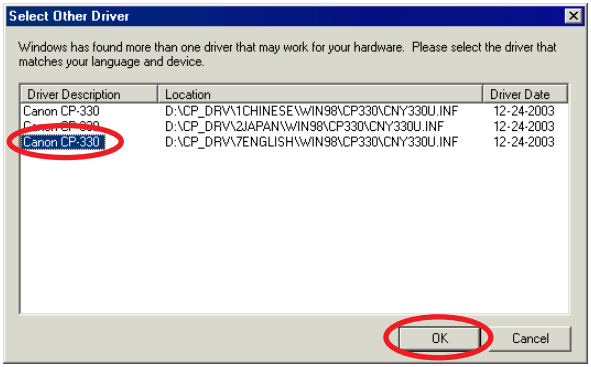
4 **Connect the printer to your computer, using the USB cable. (➡ p.29)**
After a moment, the Add New Hardware Wizard dialog appears.

5 **Select "Automatic search for a better driver (Recommended)" and then click the [Next] button.**



6 **In the list of printer drivers, select [Canon CP-330] so that [\CP_DRV\7ENGLISH\WIN98\CP330\CNY330U.INF] appears in [Location], then click the [OK] button.**

For the CP-220, select [Canon CP-220] so that [\CP_DRV\7ENGLISH\WIN98\CP220\CNY220U.INF] appears.

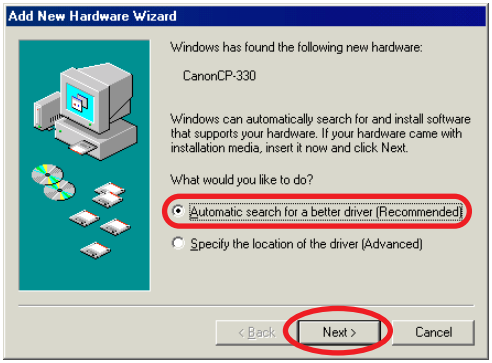


The USB driver for the printer is installed.

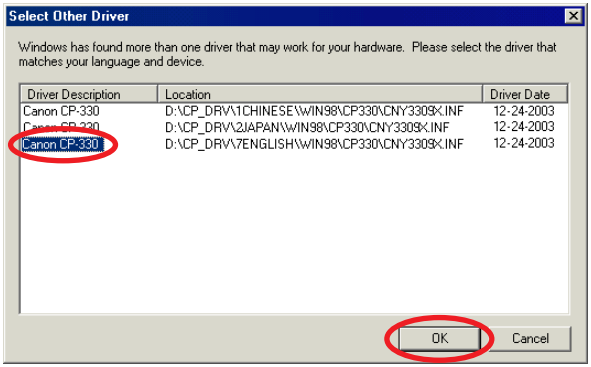
7 **When the following message appears, click the [Finish] button.**

Now you can continue and install the printer driver.

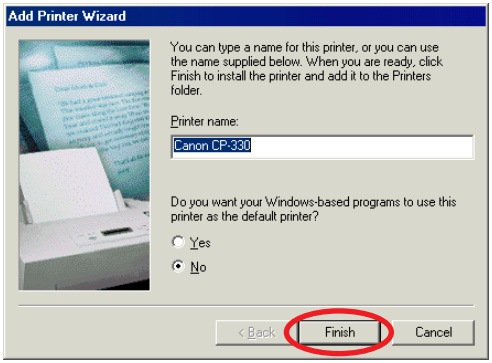
8 **Select “Automatic search for a better driver (Recommended)” and then click the [Next] button.**



9 **In the list of printer drivers, select [Canon CP-330] so that [\CP_DRV\7ENGLISH\WIN98\CP330\CNY3309X.INF] appears in [Location], then click the [OK] button.**
For the CP-220, select [Canon CP-220] so that [\CP_DRV\7ENGLISH\WIN98\CP220\CNY2209X.INF] appears.

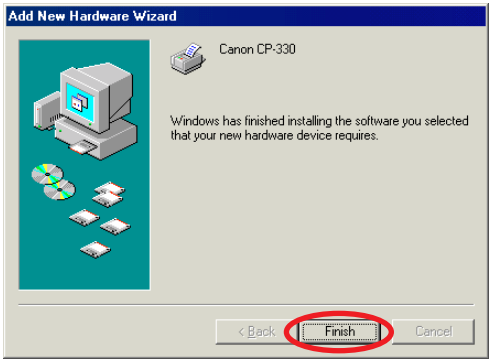


10 Adjust any necessary settings, and then click the [Finish] button.



The printer driver is installed.

11 When the following message appears, click the [Finish] button.



Windows 2000

Log on to Windows 2000 with administrator privileges before installing the software.

1 Close any programs that are running.

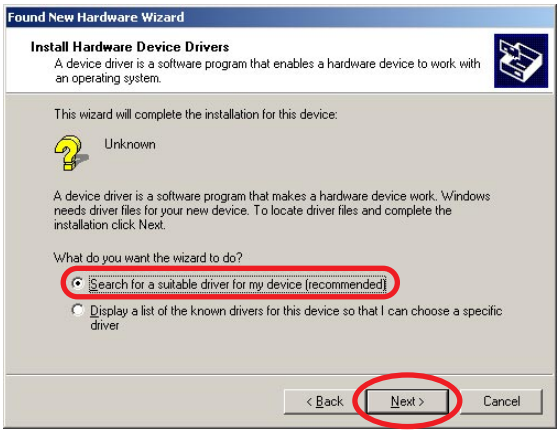
2 Place the Canon CP Printer Solution Disk in the CD-ROM drive.
When the installer panel appears, click [Exit] to close it.

3 Turn the printer on. (➡ p.28)

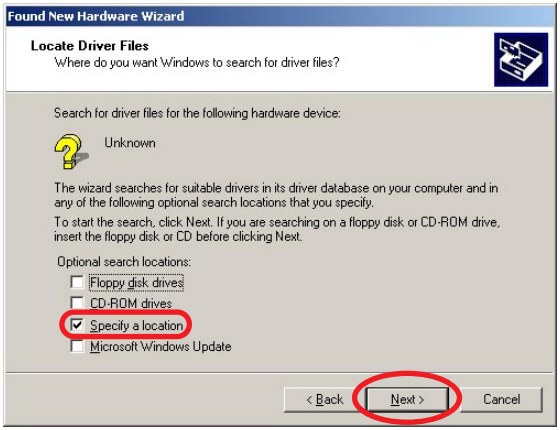
4 Connect the printer to your computer, using the USB cable. (➡ p.29)
After a moment, the Found New Hardware Wizard dialog appears.

5 Click the [Next] button.

6 **Select “Search for a suitable driver for my device (recommended)” and then click the [Next] button.**

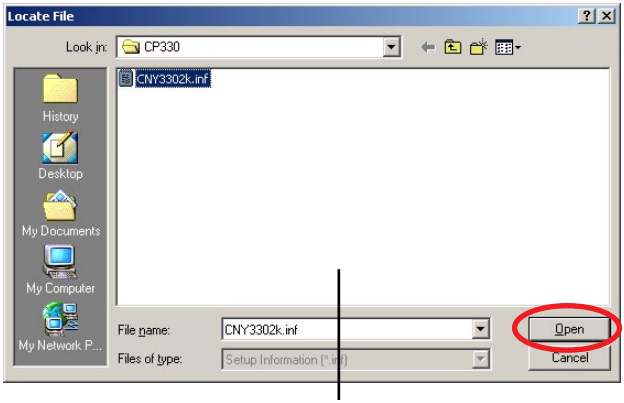


7 **Select “Specify a location” and then click the [Next] button.**
Do not select “CD-ROM drives”.



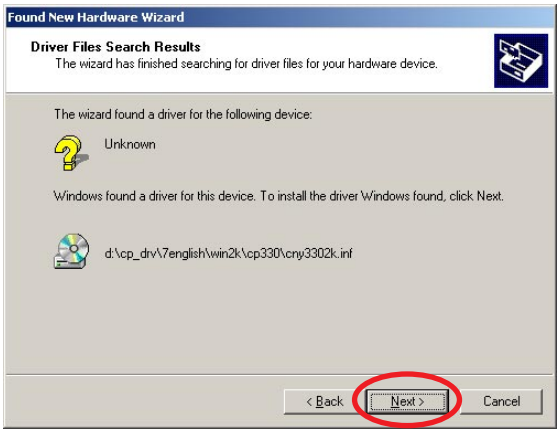
8 **Click the [Browse] button, select the [CNY3302k.inf] file in the [\CP_DRV\7ENGLISH\WIN2K\CP330] folder on the CD-ROM, click the [OPEN] button, then click the [OK] button.**
For the CP-220, select the [CNY2202k.inf] file in the [\CP_DRV\7ENGLISH\WIN2K\CP220] folder.

This displays the Locate File dialog.



Specify the [CNY3302k.inf] file in the [\CP_DRV\7ENGLISH\WIN2K\CP330] folder or the [CNY2202k.inf] file in the [\CP_DRV\7ENGLISH\WIN2K\CP220] folder, and then click the [Open] button to enter the folder path at [Copy manufacturer's files from:].

9 Click the [Next] button.



The printer driver is installed.

10 When the following message appears, click the [Finish] button.

Windows XP

Log on to Windows XP with administrator privileges before installing the software.

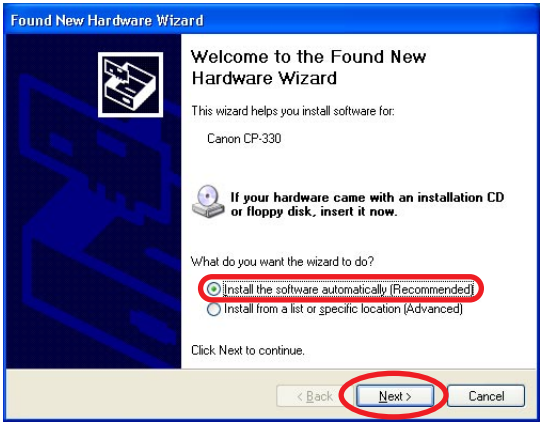
1 Close any programs that are running.

2 Place the Canon CP Printer Solution Disk in the CD-ROM drive.
When the installer panel appears, click [Exit] to close it.

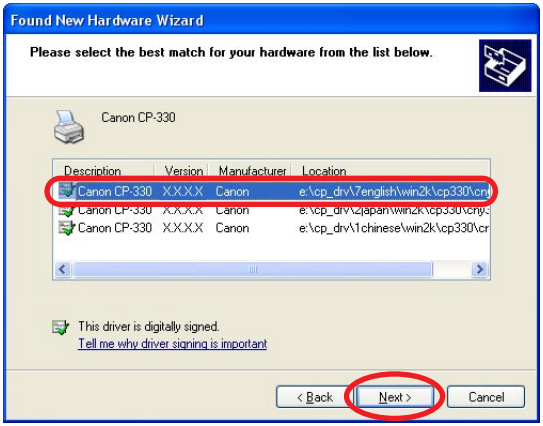
3 Turn the printer on. (➡ p.28)

4 Connect the printer to your computer, using the USB cable. (➡ p.29)
After a moment, the Found New Hardware Wizard dialog appears.

5 Select "Install the software automatically (Recommended)", and then click the [Next] button.



6 **In the list of printer drivers, select [Canon CP-330] so that [\CP_DRV\7ENGLISH\WIN2K\CP330\CNY3302k.INF] appears in [Location], then click the [Next] button.**
For the CP-220, select [Canon CP-220] so that [\CP_DRV\7ENGLISH\WIN2K\CP220\CNY2202k.INF] appears.



The printer driver is installed.

7 **When the following message appears, click the [Finish] button.**

Troubleshooting the Printer Driver Installation (Windows 98/Me)

If you have problems with the printer driver installation (for example, the printer driver's installation program stops during the installation), the USB driver may not be installed correctly.

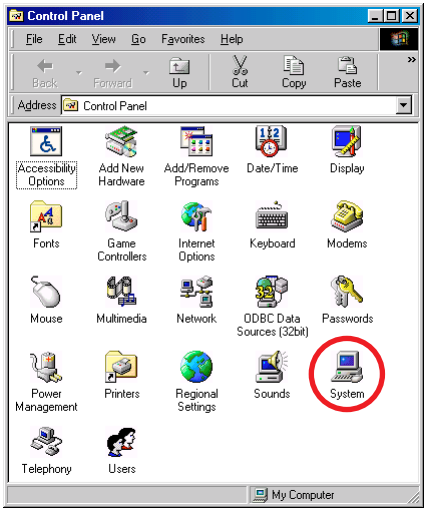
Use the following procedure to check the installation status of the USB driver, delete any unnecessary USB driver, and then install the printer driver again. Also, if you canceled the installation while it was in progress, use this procedure to delete any unnecessary USB driver, and then install the printer driver again.

1 **When the Add New Hardware Wizard dialog appears, click the [Cancel] button to cancel the installation.**

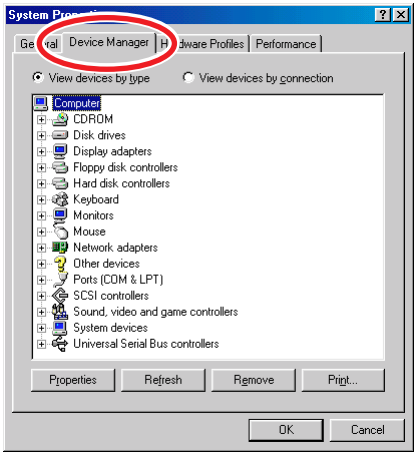
2 **Make sure power is supplied to the printer (its indicator light is green), and that the printer is connected to your computer with the USB cable.**

3 **Click the [Start] button and select [Settings], and [Control Panel].**

4 **Double-click the [System] icon.**



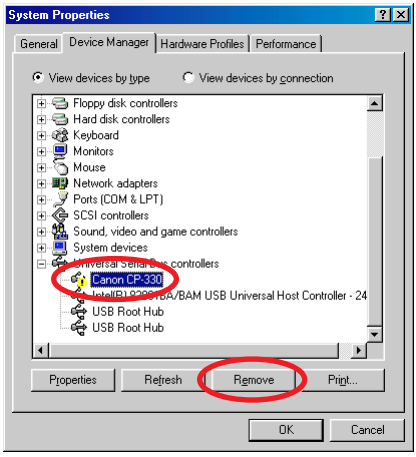
5 Click the [Device Manager] tab.



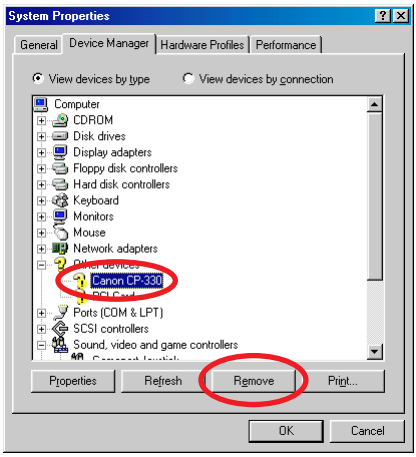
6 Following the examples shown below, select [Canon CP-330] or [Canon CP-220] under [Universal Serial Bus controllers] or [Other devices], and then click the [Remove] button.

Use the following screen examples as a reference and make sure you select the correct device for deletion. If you delete other devices, Windows may become inoperable.

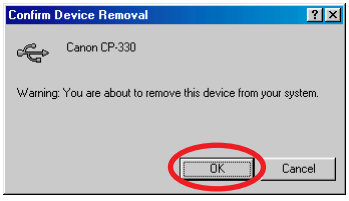
Example 1:



Example 2:



7 **When the confirmation message appears, click the [OK] button.**



8 **Click the [OK] button to close the System Properties dialog.**

9 **Close the Control Panel window.**

10 **Disconnect the USB cable from your computer.**

11 **Restart your computer.**

12 **Reinstall the Printer Driver.**

Uninstalling

This section describes the procedure for uninstalling the software.
You must uninstall the software as outlined in the following procedure.
Using any other procedure to uninstall the software may lead to problems when you attempt to reinstall it.

- Uninstall the software when it is no longer needed, or if a problem occurs and uninstalling becomes necessary. Note that if you uninstall the software, you will not be able to use the printer to print.
- When uninstalling, under Windows 2000 or Windows XP, be sure to log on with Administrator privileges. If you do not use Administrator privileges to uninstall, registry entries will remain under the privileges of the person who did the installation, and a delete error will result.
- After uninstalling, be sure to start Windows again.
- For Windows 98 or Windows Me, if you cannot uninstall using the following procedure, perform the procedure described in *Troubleshooting the Printer Driver Installation (Windows 98/Me)* (➡ p.23).

1 **Turn off your computer.**

2 **Disconnect the USB cable from your computer and make sure that the printer is not connected to your computer.**

3 **Start your computer.**
With Windows 2000 or Windows XP, be sure to log on with Administrator privileges.
Close any programs that are running.

4 **Place the Canon CP Printer Solution Disk in the CD-ROM drive.**

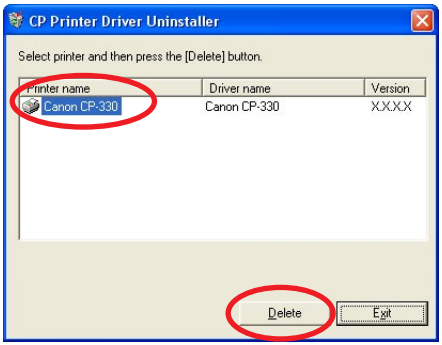
5 **When the installer panel appears, click [Exit].**

6 **Start Windows Explorer, and then double-click the [\CP_DRV\7ENGLISH\UNINST] folder on the CD-ROM drive to open the folder.**

7 **Double-click [CNYCPUN.EXE] icon to start the uninstaller.**
The uninstaller starts.

8 **From the list of printers available for deletion, select [Canon CP-330] and then click the [Delete] button.**

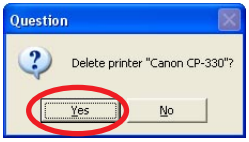
If you are using the CP-220, select [Canon CP-220].



For Windows 98 or Windows Me

If [Canon CP-330] or [Canon CP-220] does not appear, it was probably not installed correctly. In this case, perform the procedure described in *Troubleshooting the Printer Driver Installation (Windows 98/Me)* (➡ p.23).

9 **When the confirmation message appears, check the printer name and then click the [Yes] button.**

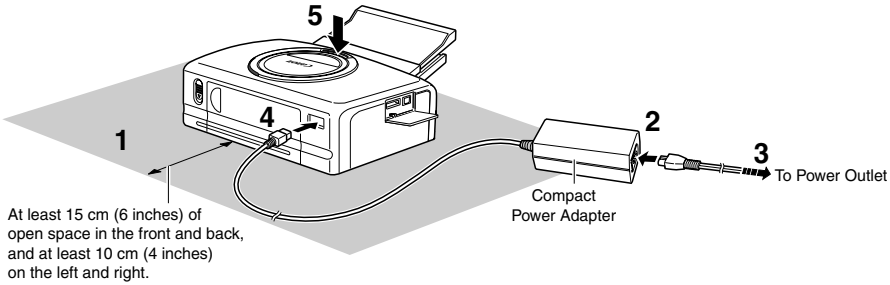


The printer driver is deleted, and the CP Printer Driver Uninstaller window reappears.

10 **Click the [Exit] button.**

11 **Restart your computer.**

Turning On the Printer



Refer to the above figure during the following procedure (the numbers in the figure correspond to the steps in the procedure).

1 **Place the printer on a flat surface.**
When printing, the paper temporarily projects out from the rear, so allow a clear space of at least 15 cm (6 inches) in the back.

2 **Connect the supplied power cord to the CA-CP100 Compact Power Adapter (also supplied).**

3 **Plug the power cord into a power outlet.**

4 **Connect the Compact Power Adapter cable to the printer.**
At this point the CP-220 is ON, so the printer's indicator lights green.

5 **Press the ON/OFF button (only on the CP-330).**
When the printer is turned on, the printer's indicator lights green.

To Turn the Printer Off

- With CP-330: Press the ON/OFF button, releasing it when the indicator turns off.
- With CP-220: Unplug the Compact Power Adapter from the printer (the indicator turns off).

- When making connections, confirm that the shape of the plug matches the shape of the socket on the device being connected.
- The power outlet where the printer's power plug is connected should be located where the plug can be easily removed if a problem occurs.

Connecting the Printer to Your Computer

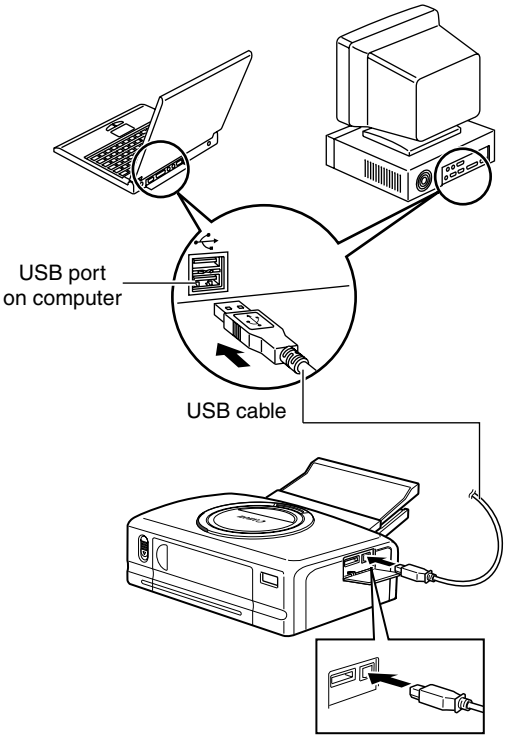
Notes about connection

- Using the USB cable, be sure to connect the printer directly to your computer. If you connect it via a USB hub, the printer may not function properly.
- Do not use the printer together with other USB devices (except a USB mouse or keyboard); otherwise the printer may not function properly. If this happens, disconnect the other USB devices from your computer and then reconnect the printer.
- Do not connect two or more direct print compatible printers (all CP series printers) to the same computer; otherwise the printers may not function properly.
- When connecting the printer to your computer, we recommend that you connect it to the same USB port used when you installed the printer driver. If you connect the printer to a different USB port, Windows may create a copy of the printer driver. This depends on your Windows version and the printer driver, and does not affect the operation of the printer.
  To delete a copy of the printer driver, proceed as follows:
  1. Disconnect the USB cable from your computer.
  2. Delete the copy of the printer driver as follows. (Do not use the uninstaller.)
     (1) For Windows 98/Me/2000, click the [Start] button and select [Settings], and [Printers].
     For Windows XP, click the [Start] button and select [Control Panel], [Printers and Other Hardware], and [Printers and Faxes].
     (2) Right-click the copy of the printer driver and then select [Delete] on the shortcut menu.
  3. Restart your computer. Connect the printer to the USB port used when you installed the printer driver.

Do not put your computer into the standby mode while the printer is connected to a USB port.
If you accidentally do so, do not disconnect the USB cable from your computer while it is in the standby mode; instead, leaving the USB cable connected, first return your computer to its normal mode. If you remove the USB cable while your computer is in the standby mode, your computer may not be able to return to its normal mode. For details on your computer's standby mode, refer to the documentation provided with your computer.

1 Connect one end of the USB cable to the USB port on the printer, and the other end to a USB port on your computer.

- There is no need to turn off the printer or your computer.
- When connecting the printer to your computer, make sure the connectors on the ends of the USB cable match the ports on the printer and your computer.
- For the location and direction of your computer's USB port, refer to the documentation provided with your computer.



2 The first time the printer is connected to your computer, the Add New Hardware Wizard dialog (Windows 98 (p.8) / Me (p.13)) or Found New Hardware Wizard dialog (Windows 2000 (p.17) / XP (p.21)) appears and installation starts.

When disconnecting the USB cable, you do not need to turn off the printer or your computer.

Printing

This section describes how to use PhotoRecord to print images displayed in ZoomBrowser EX. ZoomBrowser EX and PhotoRecord are applications included on the Canon CP Printer Solution Disk. These applications make it easy to print.

- Screen shots from Windows XP are used for illustration, but the procedure is the same with Windows 98/Me/2000.
- The screens in this example appear when the CP-330 is connected, but the same operations are applicable to the CP-220.

Before printing, verify that the printer is on (the indicator on the printer is green), and that the printer is properly connected to your computer with a USB cable.

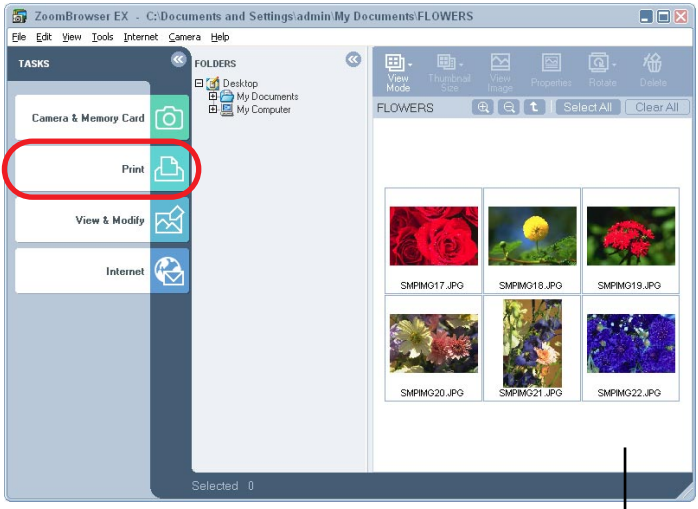
- Printers and computer displays use different color reproduction methods, and lighting conditions and display settings affect the appearance of colors on your computer's display. Therefore, the colors in prints may differ from what you see on the screen. This is not a printer problem.
- Do not change the spool settings. The status monitor may not function correctly.

- For information on how to install ZoomBrowser EX and PhotoRecord, see the *Printer User Guide.*
- PhotoRecord allows you to attach various decorative embellishments to images. This is useful for creating greeting cards and so on.

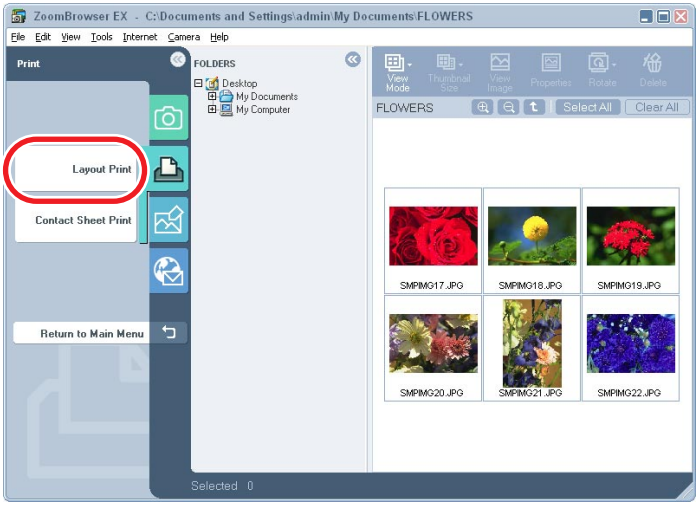
Printing with Standard Sheets or Full Size Label Sheets

1 **Double-click the [ZoomBrowser EX] icon on the desktop. Or, click the [Start] button and select [Programs] ([All Programs] for Windows XP), [Canon Utilities], [ZoomBrowser EX], and [ZoomBrowser EX] to start the program.**

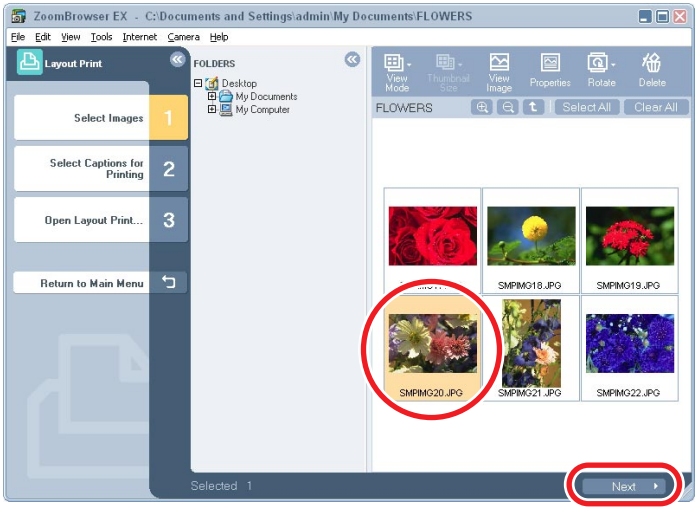
2 **Click [Print].**



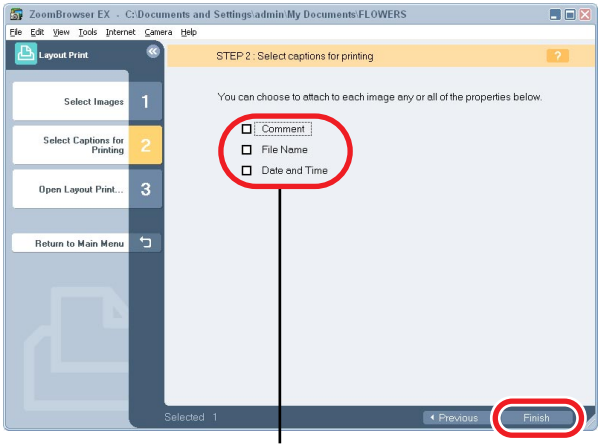
3 Click [Layout Print].



4 Select an image to print and click the [Next] button at the window's bottom right.



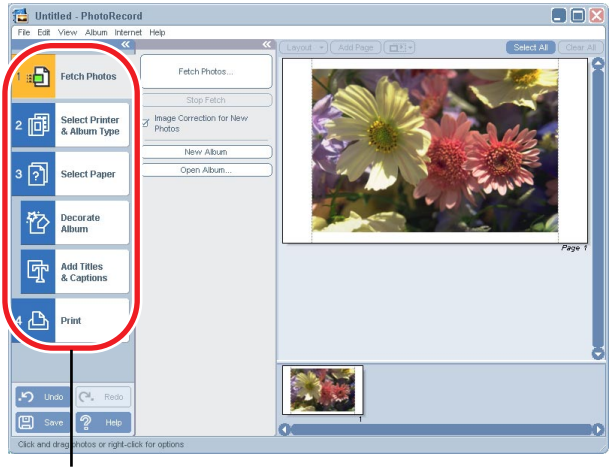
5 Place a check mark beside the data you wish to include with the print (multiple selections are possible) and click [Finish].



Selecting this check mark enables you to add comments, a file name or date to printouts.

To add a comment to an image, select it in ZoomBrowser EX and click [Properties].

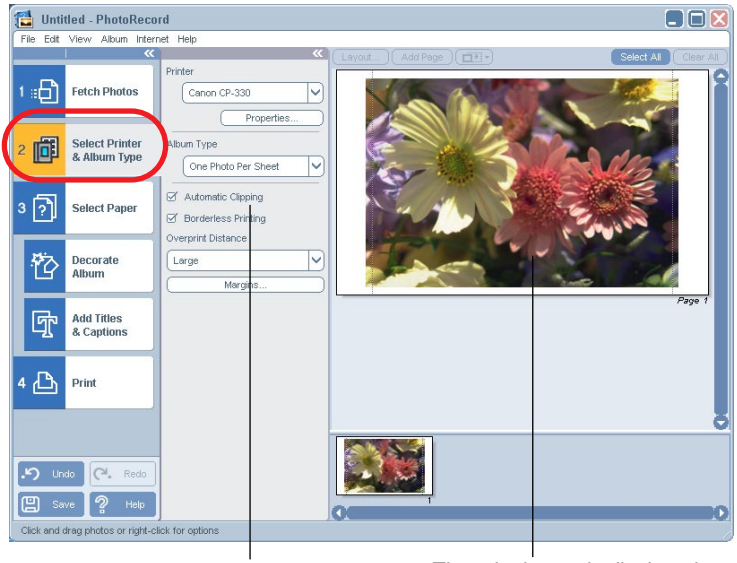
The PhotoRecord printing utility will start, displaying the selected image.



Follow this order to print.

For details about PhotoRecord, see the descriptions displayed in the PhotoRecord [Help] menu.

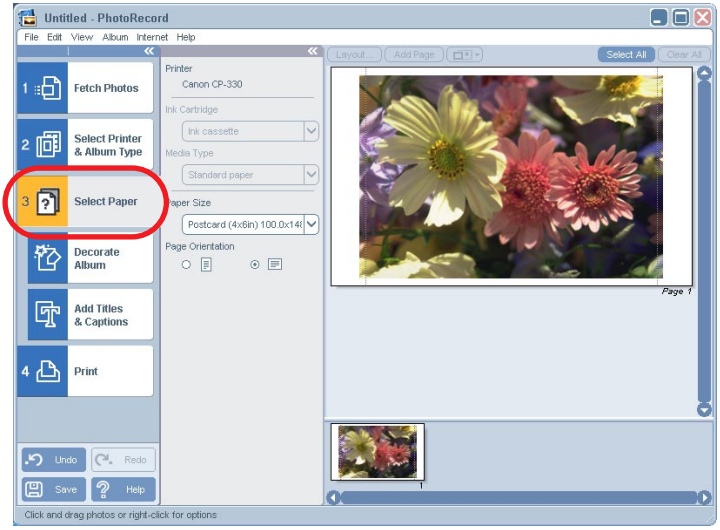
6 Click [2 Select Printer & Album Type] and then select [Canon CP-330] (or [Canon CP-220]) from [Printer]. Next, select [Album Type] to check the print image.



There are several types of albums. Select the one that suits your needs.

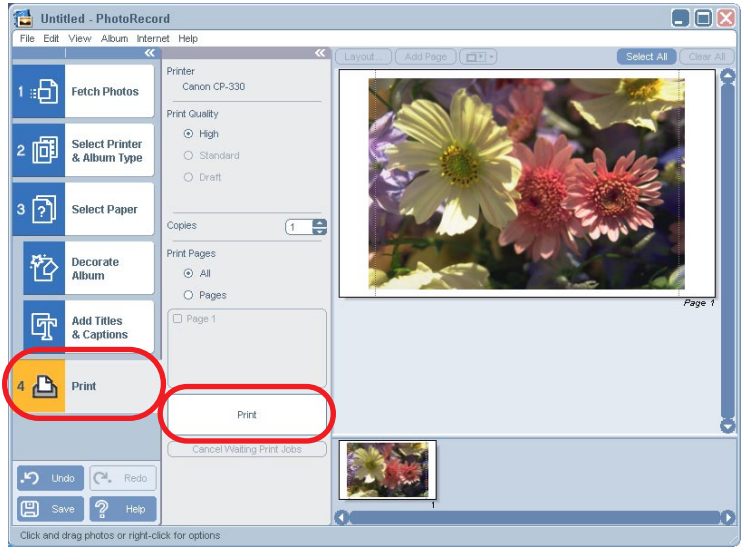
Album Type	Description
One Photo Per Sheet	Prints one image per sheet.
Free Form	Allows free layout of the image for printing.
Contact Sheet	Prints thumbnails and Shooting information.
8-Sticker Label	Prints 8 label sheets. (➡ p.39)
Fixed Size Photo	Prints the image at the specified image ratio.
Mosaic	Prints a specified number of arranged images.

7 Click [3 Select Paper], and select the paper size and print orientation.



- Clicking [Decorate Album] allows you to change image design features such as the border or background. To change the design, Click the border or background you want to change.
- Clicking [Add Title & Captions] allows you to attach text such as a title or caption to an image.
- To add different images, click the [Fetch Photos] button in step [1 Fetch Photos] on the left of the window, and then select the image.
- To make copies of an image, right-click the image and select [Make Copies]. Then, input the number of copies you want to make and click [OK] to create the specified number of image copies.

8 Click [4 Print], check print settings such as the number of copies, and then click [Print].



If you stop printing while printing is in progress, paper is ejected to the paper handling slot and an error message may be displayed. This is not a malfunction, but a mechanism for protecting the print head.
If you interrupt printing while it is in progress, be sure to check the printer status.

- **When the indicator light is green:**
  You can continue to print.
- **When the indicator light is red:**
  Temporarily remove paper from the paper handling slot. Turn the printer off and then back on again. Make sure the indicator light is now green, and then print again.

Note that when printing is interrupted, one print's equivalent of the ink cassette's ink sheet is used.

9 When printing is finished, click the on the upper right of the window to close PhotoRecord.

To save the album, click [Yes] or click [No] if you don't want to save it.
The ZoomBrowser EX screen returns after the album is saved.

- Camera information such as scene and photographic conditions are embedded in images captured with cameras compatible with Exif 2.2 (referred to as Exif Print).
- PhotoRecord allows you to print clearer, better-looking images, because it automatically optimizes print quality (as the default setting) for images captured with cameras that support Exif 2.2, as well as other images.

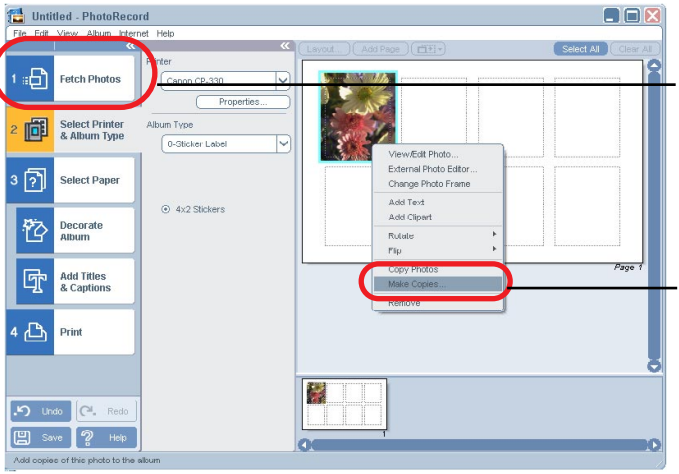
Printing on 8-Label Sheets

1 **In [2 Select Printer & Album Type], select “8-Sticker Label” from [Album Type].**

2 **Select an image.**

To make copies of an image, right-click over the screen and select [Make Copies]. Then, input the number of copies you want to make and click [OK] to create the specified number of image copies.

To add different images, click the [Fetch Photos] button in [1 Fetch Photos], and then select the image.



Loads different images

Copies images

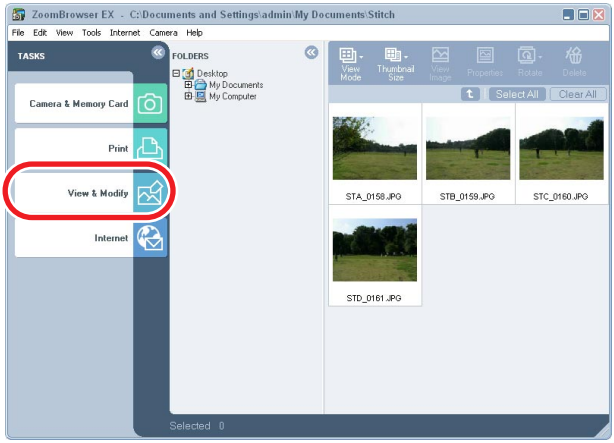
3 **Click [4 Print], check print settings such as the number of copies, and then click [Print].**

Merging Images to Print a Panorama

You can create panoramic images by merging multiple images, and then printing them on wide paper. This operation is performed using the PhotoStitch software.

When you use images captured with a Canon digital camera in Stitch Assist mode, PhotoStitch determines the order and direction of the composition automatically, facilitating the composition process.

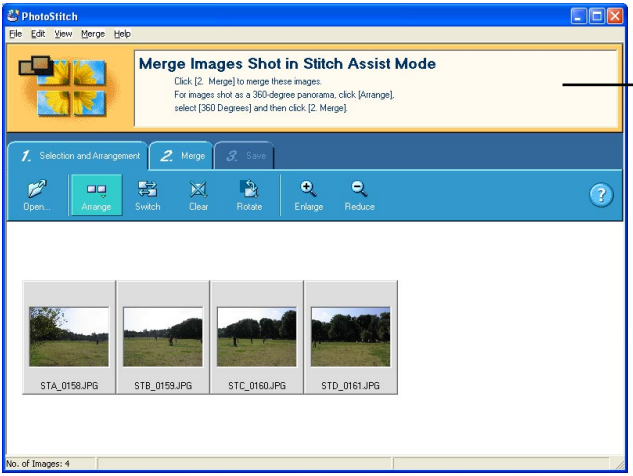
1 Click [View & Modify] in the ZoomBrowser EX main window.



2 On the menu that appears, click [Stitch Photos].

3 In the browser area, select a number of images, and then click the [Finish] button at the bottom right of the window.
PhotoStitch starts.

4 **Merge the images following the instructions in the guidance panel at the top of the PhotoStitch window.**



5 **Save your panoramic image, and then click the ⊠ to close PhotoStitch.**

6 **Print the panoramic image.**

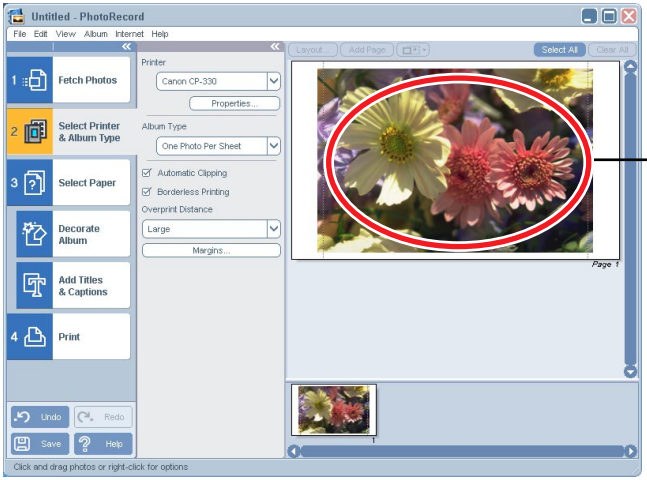
To print the merged images, see *Printing with Standard Sheets or Full Size Label Sheets* (➡ p.32)

Printing Part of an Image (Trimming)

You can select and then print a portion of an image. This is useful when you only want to print part of an image, or if the part you are most interested in is not at the center of the image.

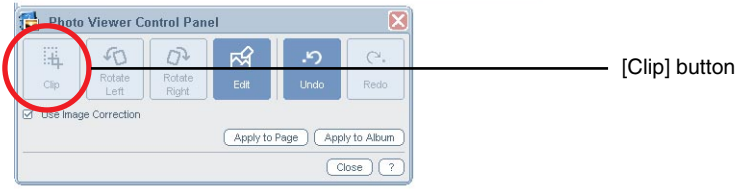
Since a 1 - 3 mm border is trimmed from the image during printing, we recommend that you select an area that is slightly larger than the part of the image you want to print.

1 **Double-click the image displayed in the Album window.**



The Photo Viewer Control Panel appears.

2 Select the area you want to print.

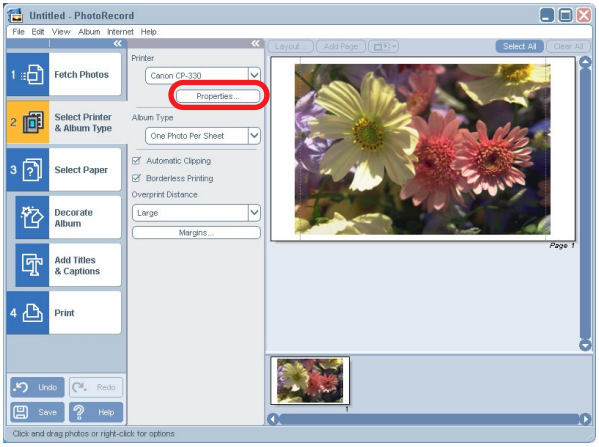


- **In [2 Select Printer & Album Type], when [8-Sticker Label] is selected for [Album Type], or the [Automatic Clipping] check box is selected**
  The trimming area is set automatically, and the area aspect ratio cannot be modified or the trimming frame removed.
  You can drag the edge of the trimming frame to change its size, or drag inside the frame to move it.
- **Cases other than those above**
  Click the [Clip] button, and then hold down the left mouse button and drag to select the trimming area.
  You can drag the edge of the trimming frame to change its size, or drag inside the frame to move it.

3 After making the settings, click the [Close] button to close the Photo Viewer Control panel.

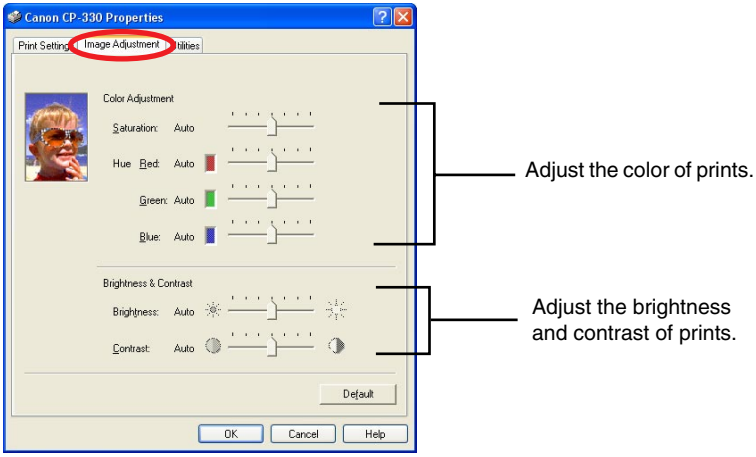
Adjusting Color and Brightness (Image Quality Adjustment)

1 **After selecting the printer in [2 Select Printer & Album Type], click [Properties].**



2 **Click the [Image Adjustment] tab and adjust the color and brightness for printing.**

For more details, click [?] or [Help] to display [Help].



3 **When you have made the settings, click [OK] to close the [Properties] dialog.**

Appendices

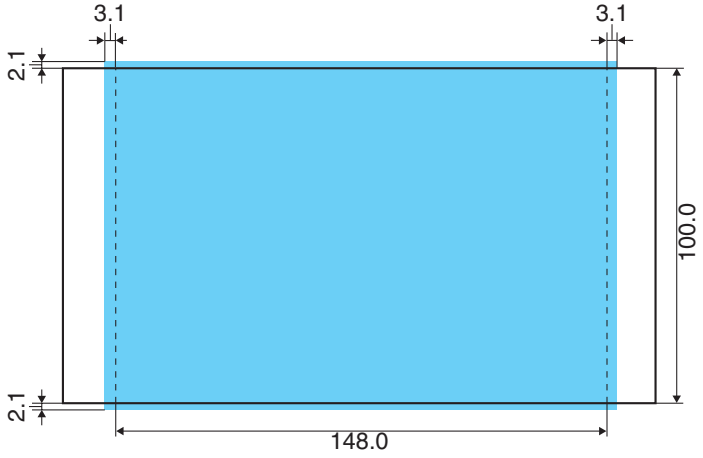
About the Print Area and Pixels

Print Area

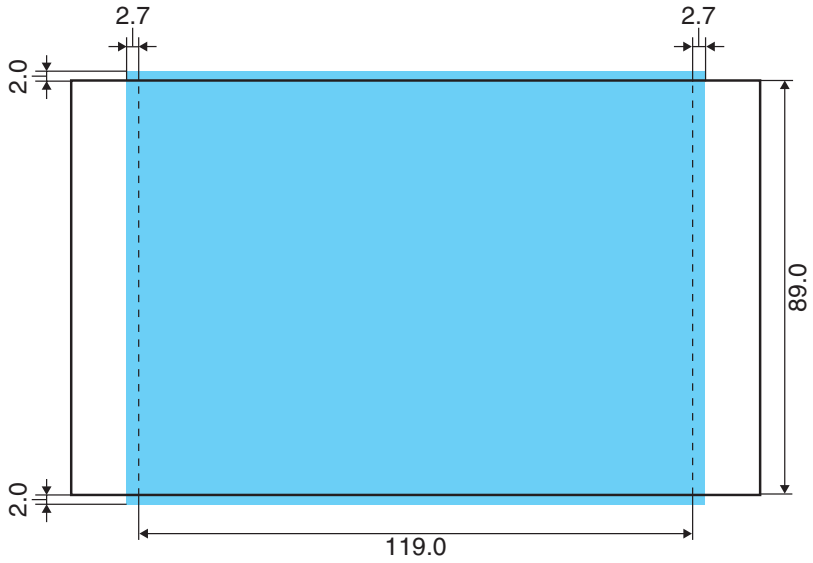
The shaded area ( ) in the following diagrams indicates the maximum printable area.
Note that because the print area is larger than the actual paper size, a border is trimmed from the image when it is printed.

(shown in millimeters)

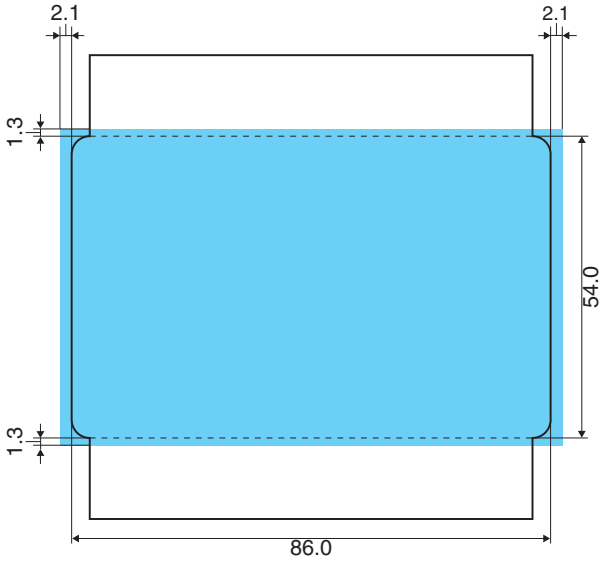
Postcard size sheet



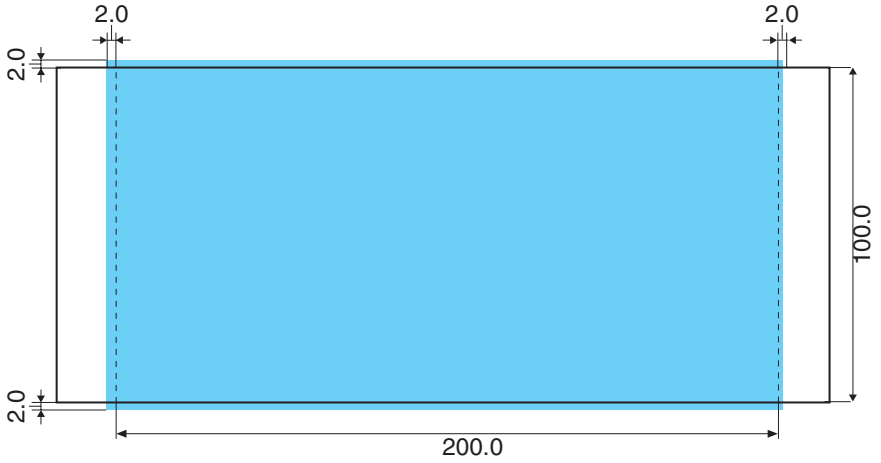
L size sheet



Credit card size sheet/full-size label sheet



Wide size sheet



Number of Pixels

Paper Type	Total number of pixels (dots)*	Effective number of pixels (dots)
Postcard size sheet	1232 × 1823	approx. 1180 × 1748
L size sheet	1100 × 1471	approx. 1050 × 1406
Credit card size sheet/ full-size label sheet	669 × 1066	approx. 638 × 1016
Wide size sheet	1232 × 2416	approx. 1180 × 2362

* Number of pixels of print area for borderless printing. This also includes the border that is trimmed from around an image during printing.

Troubleshooting

This section describes how to troubleshoot problems.

If the problem still exists after trying these solutions, restart your computer. If the problem still persists, uninstall the printer driver and then install it again.

Printing does not start.

Cause : No power is supplied to the printer.

Correction : Make sure the indicator light on the printer is green. (➡ p.28)

Cause : The USB cable is not connected correctly.

Correction : Check the USB cable to make sure it is connected correctly. (➡ p.29)

Cause : The printer is offline.

Correction : Try the following procedure.

<Windows 98/Me/2000>

1. Click the [Start] button and select [Settings], and [Printers].
2. Right-click the [Canon CP-330] or [Canon CP-220] icon. If “Use Printer Offline” is selected, clear it.

<Windows XP>

1. Click the [Start] button and select [Control Panel], [Printers and Other Hardware], and [Printers and Faxes].
2. If the [Canon CP-330] or [Canon CP-220] is offline, right-click the printer icon, and then click “Use Printer Online”.

Printing stops while it is in progress.

Cause : **The USB cable is not connected correctly.**

Correction : Check the USB cable to make sure it is connected correctly. (➡ p.29)

Cause : **A USB hub is being used for the connection.**

Correction : Be sure to use the USB cable to connect the printer directly to your computer. If you connect via a USB hub, the printer may not function properly.

Cause : **There is a problem with the printer's spool settings.**

<Windows 98/Me/2000>

1. Click the [Start] button and select [Settings], and [Printers].
2. Right-click the [Canon CP-330] or [Canon CP-220] icon and select [Properties].
3. Click the [Details] tab. Click the [Spool Settings] button and then click the [Restore defaults] button.

<Windows XP>

1. Click the [Start] button and select [Control Panel], [Printers and Other Hardware], and [Printers and Faxes].
2. Right-click the [Canon CP-330] or [Canon CP-220] icon and select [Properties].
3. Click the [Advanced] tab and then select "Start printing immediately".

Cause : **To protect the print head from high temperatures, printing is suspended until the print head has cooled down.**

Correction : This is not a malfunction. Wait until the print head cools down and printing will automatically resume again.

When the print head gets too hot, usually a message is displayed. However, this message is not displayed if "Notification messages are displayed" is not selected in the [Utilities] tab in the printer driver properties.

The color of an image seen on the screen is different from that seen in prints.

Correction : Printers and computer displays use different color reproduction methods, and lighting conditions and display settings affect the appearance of colors on your computer's display. However, you can adjust color using [Image Adjustment] (➡ p.44).

Error Messages

If an error occurs while printing is in progress, an error message appears on the screen of your computer.
This section contains a list of error messages as well as the information on how to troubleshoot them.

- If the error does not go away after you have tried the recommended solutions, consult your nearest Canon Customer Support Help Desk.
- Use the information in this section in conjunction with the *Printer User Guide*.

Errors where printing can resume

If any of the following messages appear, printing can still resume. After using the recommended solution to clear the error, click the [Continue] button to resume printing.

Paper-feed error.
Check that paper is correctly loaded in the paper cassette, and that the paper cassette is correctly installed.
Press [Resume] to resume, or [Cancel] to stop.

Cause :	**The paper cassette is not inserted correctly.**
Correction :	Remove the paper cassette, and then insert it back into the printer correctly.

Cause :	**Paper is not inserted correctly in the paper cassette.**
Correction :	Remove the paper, and then insert it back into the paper cassette correctly.

Cause :	**There is no paper in the paper cassette.**
Correction :	Add more paper to the paper cassette.

Ink cassette is empty and must be replaced.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **There is no more ink in the ink cassette.**

Correction : Replace the ink cassette with a new one.

Ink cassette not installed.
You must insert an ink cassette before printing.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **The ink cassette is not inserted into the printer.**

Correction : Insert the ink cassette into the printer.

The printer is not ready for printing.
Check the printer power and printer connections.

Cause : **No power is supplied to the printer.**

Correction : Make sure the indicator light on the printer is green. (➡ p.28)

Cause : **The USB cable is not connected correctly.**

Correction : Check the USB cable to make sure it is connected correctly. (➡ p.29)

No Paper Cassette has been found.
Insert an appropriate one.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **The paper cassette is not inserted.**

Correction : Insert the paper cassette into the printer.

Wrong type of paper.
Replace with the right type.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **The paper is not suitable for the print settings.**

Correction : Replace the paper with the correct size.

The paper cassette differs from the setup.
Please check the paper cassette.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **The paper cassette in the printer is not suitable for the print settings.**

Correction : Insert the correct paper cassette.

The specified Ink Cassette cannot be found.
Replace the Ink Cassette with the specified one.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **The ink cassette in the printer is not suitable for the print settings.**

Correction : Insert the correct ink cassette.

The specified Ink Cassette and Paper cannot be found.
Replace the Ink Cassette and Paper with the specified one.
Press [Resume] to resume, or [Cancel] to stop.

Cause : **The ink cassette and paper in the printer are not suitable for the print settings.**

Correction : Insert the correct ink cassette and paper.

The battery capacity of the printer is insufficient.
Please connect AC adapter and press [Resume] to resume, or click [Cancel] to stop printing and replace the battery.

Cause : **The printer's battery charge is running low. The printer will not work.**

Correction : Use a new or fully charged battery pack, or use the printer with the AC adapter (compact power adapter) connected.

Errors where printing is canceled

If any of the following messages appear, printing is canceled. After using the recommended solution to clear the error, you need to start the print job over again.

Paper jammed in printer.
Clear the jam as follows, then try printing again.
1. **Remove the paper that caused the error.**
2. **Turn printer off and back on.**

Cause :	**Paper is jammed inside the printer while printing, or there is paper still inside the printer before printing starts.**
Correction :	After closing the dialog, turn the printer off and then back on again. Paper is automatically ejected from the print receptacle or the paper handling slot. Remove the paper and then turn the printer off and back on again a second time, and start the print job over.

Problem with ink cassette.
Correct as follows, then try printing again.
1. **Check the state of the ink cassette.**
2. **Turn printer off and back on.**
3. **Remove the paper that caused the error.**

Cause :	**There is a problem with the ink cassette.**
Correction :	Take out the ink cassette from the printer. Remove any slack from the ink sheet and then insert the ink cassette back into the printer. If the problem still continues, replace the ink cassette with a new one.

Error occurred during communication.
Check the printer power and printer connections.

Cause :	**Power to the printer goes off while printing is in progress.**
Correction :	Make sure the indicator light on the printer is green. (➡ p.28)

Cause :	**The cable came loose or was disconnected while printing was in progress.**
Correction :	Check to make sure the USB cable is connected correctly. (➡ p.29)

If the USB cable is not properly connected, communication problems may occur. Make sure that the printer is connected to your computer's root hub port with suitable USB cable, and then try printing again.

Problem with the printer.
Turn printer off and back on.

Cause :	**The printer unit was not initialized successfully.**
Correction :	Turn the printer's power off and back on again. Start the print job over.

Cause :	**There is too much paper in the paper cassette.**
Correction :	Remove paper from the paper cassette, and then make sure to load the correct amount of paper in the paper cassette.

For messages caused by errors related to the operating environment of your computer, follow the messages on the screen.

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